

PCT

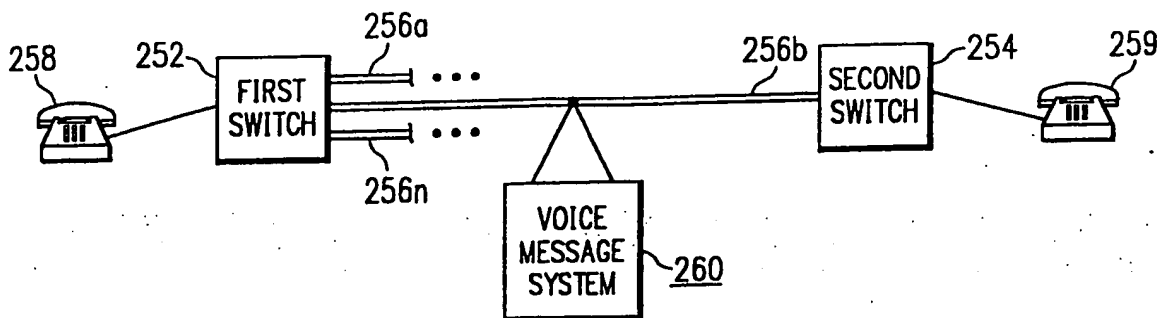
WORLD INTELLECTUAL PROPERTY ORGANIZATION
International Bureau



INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

<p>(51) International Patent Classification ⁵ : H04M 3/50</p>	<p>A1</p>	<p>(11) International Publication Number: WO 91/18466 (43) International Publication Date: 28 November 1991 (28.11.91)</p>
<p>(21) International Application Number: PCT/US91/03469 (22) International Filing Date: 16 May 1991 (16.05.91) (30) Priority data: 524,633 16 May 1990 (16.05.90) US (71) Applicant: MESSENGER PARTNERS [US/US]; 5910 North Central Expressway, Suite 1575 - LB 64, Dallas, TX 75206-1807 (US). (72) Inventors: PUGH, Joel, A. ; 12153 Inwood Circle, Dallas, TX 75244 (US). NIMON, Robert, E. ; 2500 Chad Drive, Arlington, TX 76017 (US). (74) Agent: JUDSON, David, H.; Hughes & Luce, 1717 Main Street, Suite 2800, Dallas, TX 75201 (US).</p>		<p>(81) Designated States: AT (European patent), AU, BE (European patent), CA, CH (European patent), DE (European patent), DK (European patent), ES (European patent), FR (European patent), GB (European patent), GR (European patent), IT (European patent), JP, LU (European patent), NL (European patent), SE (European patent). Published With international search report.</p>

(54) Title: METHOD AND APPARATUS FOR PROVIDING PROACTIVE CALL SERVICES FOLLOWING CALL COMPLETION



(57) Abstract

An apparatus for use in a telephone network (250) having a calling station connectable to a first switch (252) means and a called station connectable to a second switch (254) means, with the first and second switch means being connectable by a link (257). The apparatus comprises an interface having a passive in-line monitor connected in the link for detecting entry of a predetermined service access code by a user of the calling station (258) or a user of the called station (259) after call completion between the calling station and the called station and before either of said users goes on-hook. Upon entry of predetermined service access code, a speech circuit issues a predetermined prompt to the user of the calling station and/or the user of the called station. Processor control (266) circuitry is then responsive to entry of predetermined signaling by one of the users following the issuance of the prompt for providing a predetermined service controlled and paid for by the user requesting the predetermined service.

FOR THE PURPOSES OF INFORMATION ONLY

Codes used to identify States party to the PCT on the front pages of pamphlets publishing international applications under the PCT.

AT	Austria	ES	Spain	MG	Madagascar
AU	Australia	FI	Finland	ML	Mali
BB	Barbados	FR	France	MN	Mongolia
BE	Belgium	GA	Gabon	MR	Mauritania
BF	Burkina Faso	GB	United Kingdom	MW	Malawi
BG	Bulgaria	GN	Guinea	NL	Netherlands
BJ	Benin	GR	Greece	NO	Norway
BR	Brazil	HU	Hungary	PL	Poland
CA	Canada	IT	Italy	RO	Romania
CF	Central African Republic	JP	Japan	SD	Sudan
CG	Congo	KP	Democratic People's Republic of Korea	SE	Sweden
CH	Switzerland	KR	Republic of Korea	SN	Senegal
CI	Côte d'Ivoire	LI	Liechtenstein	SU	Soviet Union
CM	Cameroon	LK	Sri Lanka	TD	Chad
CS	Czechoslovakia	LU	Luxembourg	TG	Togo
DE	Germany	MC	Monaco	US	United States of America
DK	Denmark				

**METHOD AND APPARATUS FOR PROVIDING
PROACTIVE CALL SERVICES
FOLLOWING CALL COMPLETION**

The present invention relates to telephone systems and more particularly to a method and apparatus for providing a variety of caller-controlled proactive services after a caller
5 has been connected to a called station.

It is known in the prior art to carry telephone calls between local telephone operating companies through the AT&T network or through one or more independent inter-exchange carriers such as MCI or
10 Sprint. The local telephone operating companies operate within a so-called local access and transport area (LATA). When a long distance call is dialed, the call is usually transmitted through an operating company central office to a point of
15 termination in the originating LATA at which it is picked up by the inter-exchange carrier and passed by that carrier on to a termination point in a distant LATA. Upon reaching the destination LATA, the call is then transferred by the inter-exchange
20 carrier to the local operating company central office within that LATA for ultimate connection to the original called station therein. Typically, the termination points of each LATA include suitable switching circuits, e.g., an access tandem, that are
25 interconnected by a digital serial link. Such digital links are also presently used to interconnect virtually all central offices as well as to interconnect operating company switching networks to one or more cell site control switches
30 of a mobile telephone network.

It is also known in the prior art to provide "automatic voice messaging" where, upon the occurrence of a busy/ring-no-answer condition at a called station, the user of the calling station can
35 be connected to a voice message facility for recording a voice message for subsequent delivery to

-2-

the called station. The decision to accept or reject the automatic voice messaging service is determined by the caller. Automatic voice messaging operates essentially after a call has been initiated
5 but before the call can be completed to the called station.

It would be desirable to extend the advantages of caller-controlled automatic voice messaging to facilitate the providing of enhanced proactive
10 services after call completion.

It is an object of the invention to provide caller-controlled proactive telephone services to a caller after call completion.

It is another object to provide a unique system
15 architecture that facilitates the offer/acceptance of various ancillary user services to the original caller at the calling station and/or the original called party at the called station after call completion between the calling station and called
20 station.

It is a further object of the invention to describe an apparatus that passively monitors a line between calling and called stations following call completion, detects a request for an ancillary user
25 service, and then controls the providing of such service at the request of either the calling party or the called party.

It is yet another object of the present invention to provide an apparatus having on-line
30 monitoring capabilities for the selective offering and providing of various ancillary services under the control of, and at the cost to, one of the parties to the completed call.

These and other objects of the invention are
35 achieved in a preferred embodiment of the invention describing an apparatus for use in a telephone

-3-

network having a calling station connectable to a first switch means and a called station connectable to a second switch means, with the first and second switch means being connectable by a link.

5 Generally, the apparatus comprises an interface having a passive in-line monitor connected in the link for detecting entry of a predetermined service access code by a user of the calling station or a user of the called station after call completion

10 between the calling station and the called station and before either of said users goes on-hook. Upon entry of the predetermined service access code, a speech circuit of the apparatus issues a predetermined prompt to the user of the calling

15 station and/or the user of the called station. Processor control circuitry of the apparatus is then responsive to entry of predetermined signaling by one of the users following the issuance of the prompt for providing a predetermined service

20 controlled and paid for by the user requesting the predetermined service. Alternatively, if the user(s) are aware of the service offering, the speech circuit is not required in order to offer the service. In such alternative embodiments, the

25 speech circuit can be used for a confirmation prompt.

For a more completed understanding of the present invention and the advantages thereof, reference is now made to the following Description taken in conjunction with the accompanying Drawings

30 in which:

FIGURES 1A, 1B and 1C are block diagrams of a digital telephone network in which a proactive call services system is preferably incorporated; and

35 FIGURE 2 is a detailed block diagram of the preferred embodiment of the proactive call services system of FIGURE 1.

-4-

Referring now to FIGURE 1A, a block diagram is shown of a generic digital telephone network 250 in which an automatic voice message system is advantageously provided according to the teachings of copending application Serial No. 07/478,674. The telephone network generally includes a first switch 252, a second switch 254, and a plurality of digital communications links interconnecting the first and second switches 252 and 254 and designated by the reference numerals 256a-n. At least one digital link 256 is preferably a high speed (1.544 MHz) T-1 span over which conventional in-band signaling is provided in a serial fashion; of course, other higher speed links as DS/3 can be used. Link 256, alternatively, is a high speed digital serial link over which digital signals are provided using out-of-band signaling with other communications protocols, such as X.25 or common channel signaling (SS7).

For purposes of generalization, FIGURE 1A shows a calling station 258 connected (or connectable to via a central office or the like) to the first switch 252 and a called station 259 connected (or connectable) to the second switch 254. For the remainder of the discussion, it is assumed that a call to the called station 259 is initiated by a caller at the calling station 258. A proactive call services system 260 is placed across or in a digital link 256 for enabling the offering and acceptance of one or more predetermined call services under the control and at the expense of the caller at the calling station 258 or the caller at the called station.

Without limiting the foregoing, the first and second switches 252 and 254 are access tandems located at termination points between two LATAs.

-5-

Alternatively, the first switch 252 is an access tandem and the second switch 254 is a cellular tandem or cell site controller for a mobile telephone system. In this configuration, the network 250 is a cellular telephone network. The first switch 252 may be an operating company central office while the second switch 254 is an access tandem. The first and second switches can interconnect two central offices. The system 260 is bridged across the link.

Referring briefly to FIGURE 1B, in an alternate embodiment the system 260 is placed in a self-contained loop 256C from the first switch 252 (or the second switch 254 (not shown)). A "self-contained" loop means that the system 260 is located internally to the switch or as an adjunct thereto.

Referring now to FIGURE 2, a detailed block diagram is shown of the preferred embodiment of a proactive call services 260 for use in a digital network environment. System 260 preferably includes an interface means including a plurality of interface circuits 262a-n each connected to a multiplexer 264. The multiplexer includes a control bus connected to a control means comprising a processor 266, storage interface 268, storage device 270 and input/output device 272. The processor is controlled in a conventional manner by suitable application programs stored in the storage device 270. Input/output device is used to modify the system operation by entering suitable program commands to the control means.

The system 260 further includes a number of circuits for facilitating various monitor intercept, prompting, conferencing and redirect functions as will be described in more detail below. A scanner

-6-

circuit 274 is provided to identify Feature Group D supervision or other similar information depending on the type of signaling used. A service circuit 276 includes a passive line monitor circuit as well as all necessary call progress (e.g., busy/ring-no-answer) detection circuits, speech generation circuits, and service acceptance (e.g., DTMF) detection circuits. The service circuit 276 also preferably includes appropriate circuitry for capturing ANI, DNI and billing information. A first communication interface 278 is provided to receive, interpret, format and transmit SS7 messages as will be described in more detail below. The system preferably also includes a second communication interface 280 connected to a network applications platform 282. The platform 282 includes a billing computer and other appropriate devices such as a database for transaction processing and accounting purposes. The system 260 advantageously includes its own voice/data storage unit 284 for storing voice messages, data or other call conversations as will be described. A storage 286, preferably a disk storage, is connected to the voice/ data storage unit 284. The voice message or data storage may take place either in the voice/data storage unit or in the network applications platform, as is appropriate, to facilitate subsequent delivery.

Each of the circuits 274, 276, 278, 280 and 284 are connected to the processor 266 via the control bus 290. Input/output channel buses 292 and 294 also interconnect these circuits to the multiplexer of the interface means. Preferably, the interface means includes twenty-eight (28) T-1 interface circuits, each of which is connected to two digital links. Each T-1 interface circuit includes first and second T-1 interface circuits 295 and 297, with

-7-

the first interface circuit 295 connected to one of the digital links and the second interface circuit 297 connected to the other digital link. The first and second digital links are thus connectable to bypass their respective interface circuit if the first and second T-1 interfaces are interconnected by means of the switch 298. Given this architecture, i.e., with 28 T-1 spans each carrying twenty-four (24) channels, the buses 292 and 294 service 1344 channels.

To provide automatic voice messaging, the scanner 274, service circuit 276 and/or communications interface 278 monitor the received signaling to determine the state of the call progress. Of course, the actual circuit used depends on the type of signaling. If an SS7 protocol is used, communications interface 278 monitors the line. If Feature Group D signaling is used, the Feature Group D information is collected in and processed by service circuit 276; other types of signaling are collected and processed by scanner 274. When call processing is required due to a busy or ring/no answer condition, the processor 266 activates the service circuits 276 to thereby issue a prompt offering (e.g., "Your party is not available; if you would like to leave a message, please press the # key") and monitor the line for acceptance of the service. Processor 266 also controls the circuit 276 to capture ANI, DNI and billing information. If the service is accepted, the service circuit 276 notifies the processor 266, which then controls the service circuit to issue appropriate prompts to the caller to instruct the caller to begin recording the message. The message is then recorded by the voice storage unit 284, and the processor controls the service circuit 276 to

-8-

transfer the ANI, DNI, and billing information to the network applications platform 282. Although not meant to be limiting, preferably voice messages are stored in the voice/data storage unit 284 or its
5 associated disk storage, while ANI, billing and other management information resides in the network applications platform.

For message delivery, the network applications platform ships the message routing information
10 (i.e., the ANI, etc.) back to the voice/data storage unit 284, and the processor 266 then locates an open channel on a link for outdialing to the original called station. The service circuit then dials the call. When the call is placed, the scanner 274
15 watches the call states for answer supervision or on-hook/off-hook detection. If off-hook is detected, the service circuit 276 issues a prompt announcing the message which is then delivered by the voice storage unit 284. When the message is
20 delivered, the processor 266 notifies the network applications platform and the packet is deleted.

If desired, the system 260 is connectable to a remote host computer via a dedicated communications interface which in turn is connected to the remote
25 host via an RS-232 link or the like. This enables messages to be transferred to another location for the subsequent outdial attempts. As an alternate embodiment, the network applications platform 282 is set up to control billing and delivery attempts
30 while the remote host issues the prompt announcing the message and other voice functions. The remote host can alternatively retain all billing information with the voice messenger or other call information for a short time; and then passes off
35 all such information to the platform 282 for further processing. It is also possible to have the

-9-

voice/data storage unit 284 pass a "packet" (comprising the billing information) downstream to a platform 282, e.g., in a destination delivery area (a destination LATA).

5 The architecture of FIGURE 2 is quite useful in providing various ancillary "instant" services to the calling station user and/or the called station user after the call between these parties has been completed. As used herein, "call completion" means
10 the calling station has been successfully connected to the called station, i.e., a busy/ring-no-answer has not been encountered by the calling station user upon call initiation to the called station. According to the present invention, one or more such
15 ancillary services are provided after call completion but before either party goes back to an on-hook condition.

One such ancillary service is conference calling. During the call, if either party
20 determines that a conference is needed, that party can enter a predetermined access code (e.g., "2,2") which is detected by the passive on-line monitor circuit in the service circuit 276 of the system. Detection of the predetermined access code causes
25 the processor 266 to control the service circuit to issue a prompt, e.g., "if you would like to add another party to this call, please dial that party's number now" or "if you would like to add a party to this call, please press # and follow the
30 instructions" or the like. Depending on the prompt offering, one of the parties then enters the necessary signaling (dialed digits or the # sign, etc.) to accept the service offering. This signaling is detected by the service circuit 276 at
35 which point the processor seizes an available line and places the call to the party sought to be

-10-

conferenced. Such call initiation continues while the originally completed call remains in progress between the calling station and the called station. The system can either mute the ringing signals to the third party or allow such signals to be heard by the parties. Upon call completion to the third party, the processor 266 bridges the calls together to provide the conference. The database in the network applications platform 282 could then provide billing validity information as well as storing the billing information. Generally, the party who accepts the service is billed.

The system of FIGURE 2 thus facilitates call conferencing in a proactive or caller-controlled manner which has heretofore never been available. From the caller's perspective, such ancillary services are provided to the call-in-process unobtrusively. If the parties are familiar with the service offering, a prompt offering may not be necessary following entry of the predetermined access code. In this embodiment, detection of the predetermined access code by the monitor circuit will result in the generation by the service circuit of a "beep" tone or superimposed dialtone (over the existing talkpath) instead of the prompt offering. One of the parties then dials the third party's telephone number or enters the appropriate code for acceptance of the service as the case may be. Confirmation of follow-up prompts may then be provided if necessary.

Yet another ancillary service available through the system of FIGURE 2 is call recording. During the call, one or both of the parties may decide to record the call. Upon detection of a predetermined access code (e.g., a 2,7) by the on-line monitor of the service circuit 276, the circuit signals the

-11-

processor 266. Processor 266 in turn connects the voice storage unit on line to immediately begin recording the call. Alternatively, the parties are provided the prompt offering to determine whether the continued conversations are to be recorded. The recording of the call, and the associated information packet containing the requesting party and billing information, is then transferred to the network applications platform 282 after the pathway to the platform is established as previously described. The party requesting the recording can then recall the recorded conversation from the platform 282 using dialup parameters such as an entry and verification of security codes. Other collateral services, such as transcription of the recorded call, can thus be arranged and billed to the requesting party.

Another ancillary service is silent call recording. In this embodiment, a predetermined service access code is detected by the passive on-line monitor but not sent down the line to the party at the called station. The recording of the call is then carried out privately without the other party's knowledge. With this service, there is no need to provide a prompt offering, however, a one-way confirmation (to either the calling party or the called party) superimposed over a muted line (to the other party) is provided if desired. Although not meant to be limiting, the silent recording feature alternatively can be invoked by using a second band of an ISDN telephone, by transmitting out-of-band information, or by transmitting a combination of in-band and out-of-band signaling to a special "notch" filter.

According to the present invention, either the calling party and/or the called party can invoke one

-12-

or more of the above-identified services by entry of the appropriate code. Service may be offered at the destination either by subscription or as a basic service by the destination service provider.

5 Generalizing, and with reference to FIGURE 1C, conceptually the service offerings can be provided in numerous locations in and around the network. In particular, FIGURE 1C shows a public telephone network with alternative pickup points, alternative

10 central office switching points and alternate delivery processors. The system of FIGURE 2 can be implemented at the various positions indicated in FIGURE 1C.

Although not shown in detail, it should be

15 appreciated that the architecture of FIGURE 2 is quite powerful and enables the service provider to provide numerous ancillary call services that have heretofore been unavailable to users except in only limited ways behind a private branch exchange or the

20 like and without the capability of providing such services in a proactive, caller-controlled and billed manner as described herein.

It should be appreciated by those skilled in the art that the specific embodiments disclosed

25 above may be readily utilized as a basis for modifying or designed other structures for carrying out the same purposes of the present invention. It should also be realized by those skilled in the art that such equivalent constructions do not depart

30 from the spirit and scope of the invention as set forth in the appended claims.

-13-

CLAIMS

What is claimed is:

1. In a telephone network having a calling station connectable to a first switch means and a called station connectable to a second switch means, with the first and second switch means being connectable by a link, the improvement comprising:
an interface connected in the link to monitor for entry of a predetermined service access code by a user of the calling station or a user of the called station after call completion between the calling station and the called station and before either of said users goes on-hook; and
control means connected to the interface and responsive to entry of the predetermined access code for controlling offer and acceptance of one or more predetermined services controlled and paid for by the user requesting the service.
2. In the telephone network as described in Claim 1 wherein the service is call conferencing.
3. In the telephone network as described in Claim 1 wherein the service is call recording.
4. In the telephone network as described in Claim 1 wherein the service is silent call recording.
5. Apparatus for use in a telephone network having a calling station connectable to a first switch means and a called station connectable to a second switch means, with the first and second switch means being connectable by a link, comprising:
an interface connected in the link to monitor for entry of a predetermined service access code by a user of the calling station or a user of the

-14-

called station after call completion between the calling station and the called station and before either of said users goes on-hook; and

speech means responsive to entry of the
5 predetermined service access code for issuing a predetermined prompt to the user of the calling station and/or the user of the called station; and

control means connected to the interface and responsive to entry of predetermined signaling by
10 one of the users following the issuance of the prompt for providing a predetermined service controlled and paid for by the user requesting the predetermined service.

15 6. Apparatus for use in a telephone network having a calling station connectable to a first switch means and a called station connectable to a second switch means, with the first and second switch means being connectable by a link, comprising:

20 an interface connected in the link to monitor for entry of a predetermined service access code by a user of the calling station or a user of the called station after call completion between the calling station and the called station and before
25 either of said users goes on-hook; and

control means connected to the interface and responsive to entry of predetermined signaling by one of the users for providing a predetermined service controlled and paid for by the user
30 requesting the predetermined service.

35 7. Apparatus for use in a telephone network having a calling station connectable to a first switch means and a called station connectable to a second switch means, with the first and second switch means being connectable by a link, comprising:

-15-

an interface in the first switch means to monitor for entry of a predetermined service access code by a user of the calling station or a user of the called station after call completion between the
5 calling station and the called station and before either of said users goes on-hook; and

control means connected to the interface and responsive to entry of predetermined signaling by one of the users for providing a predetermined
10 service controlled and paid for by the user requesting the predetermined service.

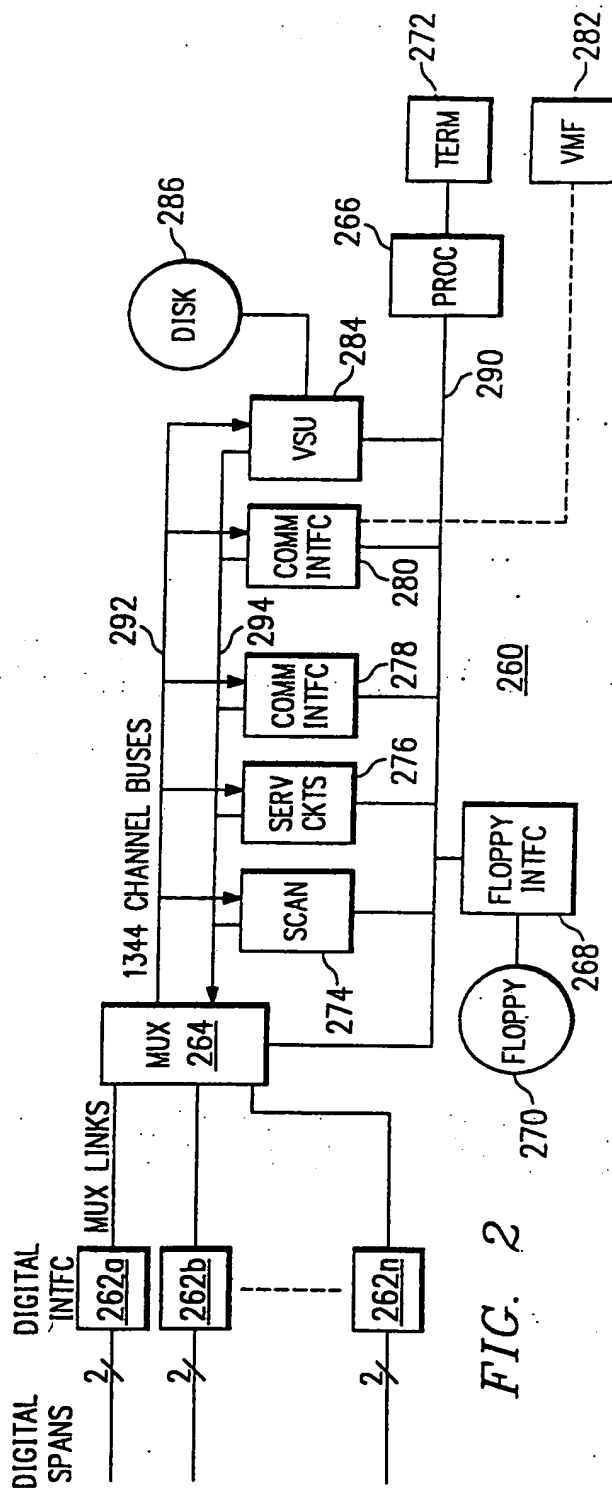
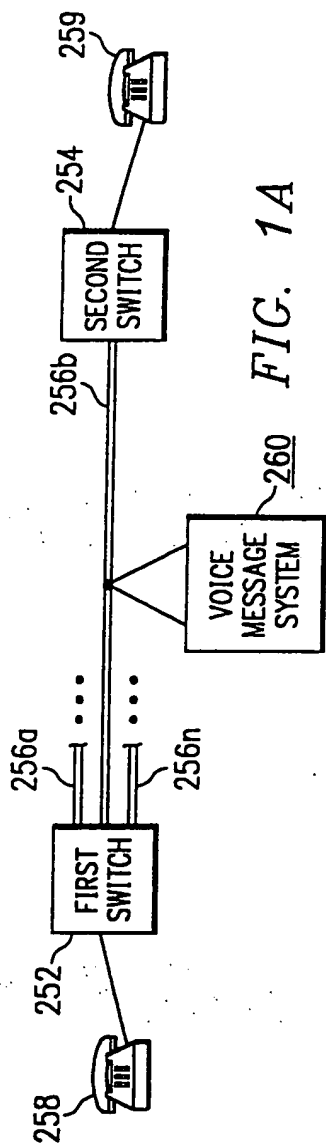
15

20

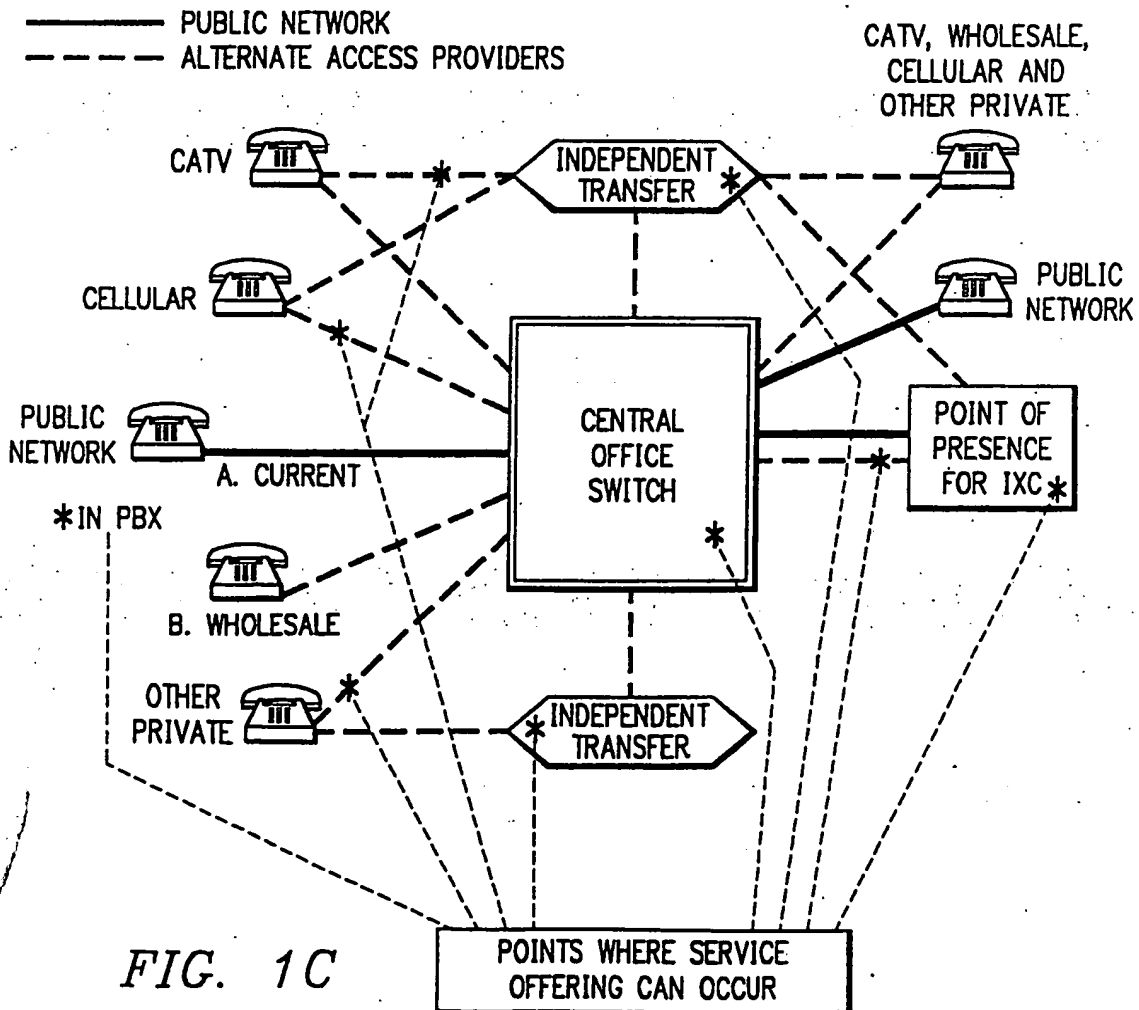
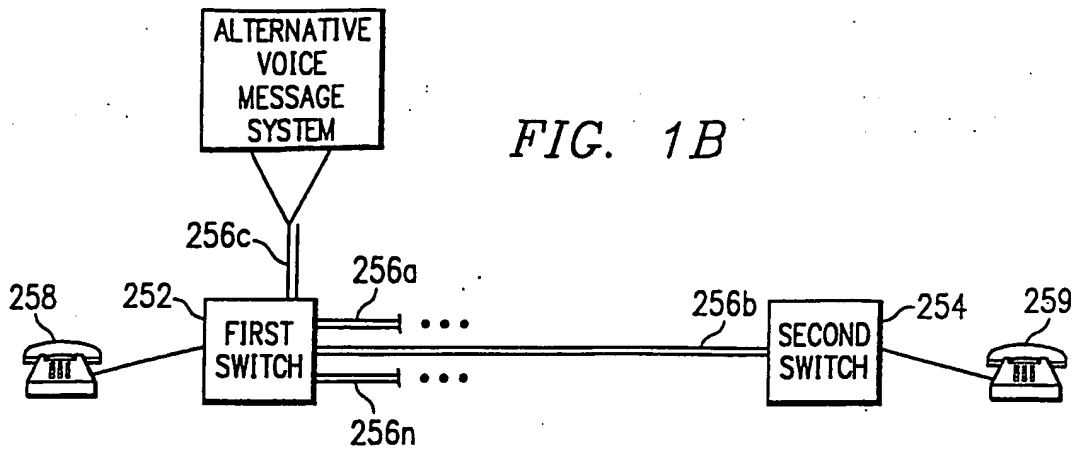
25

30

35



2/2



INTERNATIONAL SEARCH REPORT

International Application No. PCT/US91/03469

I. CLASSIFICATION OF SUBJECT MATTER (If several classification symbols apply, indicate all) * According to International Patent Classification (IPC) or to both National Classification and IPC US 379/67 IPC(5) H04M 3/50						
II. FIELDS SEARCHED <div style="text-align: center; border-top: 1px solid black; border-bottom: 1px solid black;">Minimum Documentation Searched ?</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 20%; border: 1px solid black; text-align: left;">Classification System</th> <th style="border: 1px solid black; text-align: left;">Classification Symbols</th> </tr> <tr> <td style="border: 1px solid black; vertical-align: top;">U.S.</td> <td style="border: 1px solid black; vertical-align: top;">379/67, 84, 88, 89, 97, 201, 204, 205, 207, 210, 211, 212, 213, 214</td> </tr> </table> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> Documentation Searched other than Minimum Documentation to the extent that such Documents are Included in the Fields Searched * </div>			Classification System	Classification Symbols	U.S.	379/67, 84, 88, 89, 97, 201, 204, 205, 207, 210, 211, 212, 213, 214
Classification System	Classification Symbols					
U.S.	379/67, 84, 88, 89, 97, 201, 204, 205, 207, 210, 211, 212, 213, 214					
III. DOCUMENTS CONSIDERED TO BE RELEVANT *						
Category *	Citation of Document, ** with Indication, where appropriate, of the relevant passages **	Relevant to Claim No. **				
X, P	US, a, ,4959,855 (DAUDELIN) 25 SEPTEMBER 1990 See column 2 lines 60-68, column 3 lines 1-19, column 4 lines 22-65, column 5 lines 38-47, column 8 lines 54-57	1-7				
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>* Special categories of cited documents: **</p> <p>"A" document defining the general state of the art which is not considered to be of particular relevance</p> <p>"E" earlier document but published on or after the International filing date</p> <p>"L" document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)</p> <p>"O" document referring to an oral disclosure, use, exhibition or other means</p> <p>"P" document published prior to the international filing date but later than the priority date claimed</p> </div> <div style="width: 45%;"> <p>"T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention</p> <p>"X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step</p> <p>"Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art.</p> <p>"A" document member of the same patent family</p> </div> </div>						
IV. CERTIFICATION						
Date of the Actual Completion of the International Search 26 JUNE 1991		Date of Mailing of this International Search Report <div style="font-size: 1.5em; font-weight: bold;">01 AUG 1991</div>				
International Searching Authority ISA/US		Signature of Authorized Officer HUYEN D. LE				